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TITLE: Method for q/a using email in internet

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PATENT-FAMILY:

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ABSTRACTED-PUB-NO: KR2001044491A

BASIC-ABSTRACT:

NOVELTY - The method for Q/A(Question and Answer) using the e-mail in the internet is provided to offer an answer concerned to a question within a short time, to keep a

DETAILED DESCRIPTION - A client computer system(110) connects to a main server(121) and selects a question via the internet(1). The main server sends the form of a question mail to the client computer(2). A client sends to fill

up the question form to a mail server(125) (3). The mail server stores the question mail to a memory(129) and sends to a relevant department or a person in charge(500) (4). The relevant department or the person in charge sends the answer mail to the mail server(5). The mail server sends the answer mail to the client computer system(6). The client computer system sends the satisfaction mail concerned to the answer mail to the mail server(7). A Q/A server(123) checks a new mail, in other words, the question mail, the answer mail, and the satisfaction mail, in real time(8). Only an authorized staff can search and check the question mail, the answer mail, and the satisfaction mail that are stored to a DB of a bulletin board(9).

CHOSEN-DRAWING: Dwg.1/10

TITLE-TERMS: METHOD

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